

Buying

Automotive Division

(703) 308-CARS

Leasing

Fleet Management Division

(703) 305-6278

www.fss.gsa.gov/vehicles



GSA★
Federal Supply Service

Office of Vehicle
Acquisition &
Leasing Services

*Buying
Leasing*

**Automotive Division
Fleet Management Division**



U.S. General Services Administration
Federal Supply Service



Office of Vehicle Acquisition & Leasing Services



The Office of Vehicle Acquisition and Leasing Services

provides customer agencies with quality vehicles and fleet management

services while offering low prices and economical lease rates. We buy over

58,000 vehicles annually through our Automotive Division and we manage a

worldwide fleet of over 168,000 vehicles (and still growing) through our

Fleet Management Division. We offer a wide variety of vehicles from the

largest manufacturers and we provide a broad range of fleet management

services. By leveraging the Government's large volume procurements, we are

able to provide you with substantial savings. Whether you need to buy or

lease, the Office of Vehicle Acquisition and Leasing Services offers the key to

your vehicle needs.

The Automotive Division is the purchasing arm of **GSA's Office of Vehicle Acquisition and Leasing Services**. We purchase non-tactical vehicles for use by executive agencies and various branches of the military. We also supply vehicles and related services to other eligible organizations, including the U.S. Postal Service, the American Red Cross and the District of Columbia. We purchase approximately 58,000 vehicles annually, including sedans, light trucks, ambulances, medium and heavy trucks, buses, trailers, construction equipment, wreckers and rollbacks, firetrucks, tankers and special purpose vehicles. In addition, we offer associated products and services such as tires, accessories, leasing of construction and highway maintenance equipment and commercial leasing of sedans and light trucks.

- ☒ Low prices
- ☒ Professional contracting teams
- ☒ Professional engineering services including technical assistance and vehicle design services
- ☒ A wide variety of vehicle types
- ☒ Established multi-year, multi-vendor contracts which provide a choice of vehicle models and vendors
- ☒ Informative website providing on-line price comparisons (AUTOCHOICE) and on-line order status updates
- ☒ Easy ordering
- ☒ Express Desk
- ☒ Choice of delivery to a nearby dealer or direct to your location
- ☒ Dedicated customer service branch

The large volume of our purchases and direct contracting with major vehicle manufacturers allows us to offer advantageous pricing to our customers. Our experienced staff of professional contract specialists leverage the Government's large volume to effectively negotiate low prices for you.

Our Engineering Branch can engineer and design your specialized vehicles and address any of your technical questions. We assure that vehicles procured by GSA are safe, durable and economical. Please contact us for assistance with any vehicle engineering issue, including:

- ☒ Development of customized specifications for any vehicle and application requirement
- ☒ Proper vehicle selection for the specific application
- ☒ Proper vehicle weight ratings and payloads
- ☒ Proper selection of engines, transmissions, axles, frames and electrical systems
- ☒ Safety issues and vehicle reliability
- ☒ Assistance in resolving warranty issues, vehicle defects or other quality-related problems

Contact us in your early planning stage for the acquisition of your customized vehicle. We can greatly simplify the technical aspects of determining your requirements as well as simplify the procurement process.

***www.fss.gsa.gov/sched/ for
a listing of Federal Supply
Schedule award information
24 hours a day, or call our
Customer CARE Line
(703) 308-CARS for further
information.***

A white USPS delivery van is shown from a front-three-quarter view. It features the USPS eagle logo on the side and a red and blue stripe running along the bottom. The van is parked on a paved surface with trees in the background.

U S Postal Service
Mobile Retail Unit



*Drug Enforcement Administration
Haz-mat Attacker*



**American Red Cross
Emergency Response Vehicle**



**Alcohol, Tobacco & Firearms
Mobile Command Unit**



National Institutes of Health
Clinical Research Lab

The Federal Vehicle Standards classify various types and sizes of commercially available vehicles, and establish minimum technical, quality and equipment option requirements to maintain uniformity in the acquisition process. These standards are developed by our Engineering Branch and are published annually to cover current model year vehicles. The use of the Federal Vehicle Standards substantially reduces the ordering and procurement lead time and permits a clear understanding of the requirements by customers, contracting officers, quality assurance specialists, and contractors. The Federal Vehicle Standards is available both in hard copy and on-line at www.fss.gsa.gov/vehicles/buying/

 Sedans Station Wagons

- Sport Utility vehicles
- Passenger/Cargo Vans
- Service/Utility Trucks
- Pickup Trucks
- Stake Trucks
- Dump Trucks
- Multistop Van Trucks, forward control
- Delivery Vans with cut-off cab
- Chassis with cab

- Chassis with cab
- Chassis, forward control
- Dump Truck with cab
- Maintenance/Line Body Truck with cab
- Refrigerator Truck van
- Stake Truck with cab
- Truck Tractor with cab
- Van Truck with cab

- ➡ Chassis with cab
- ➡ Stake truck with cab
- ➡ Dump truck with cab
- ➡ Truck tractor with cab

The following is a short summary of our vehicle programs and a description of the products and services we provide. Some of the acronyms listed may be unfamiliar to you because we market many of our vehicles, equipment and accessories under a variety of family program names, such as BARB (Buses All Ready to Buy) and MARK (Modern Ambulances Ready Kwik). These names sometimes help our customers remember the various vehicle programs we offer.

Some of our products and services may be ordered under Federal Supply Schedules. These items are identified in the summaries below. Orders for vehicles under our Federal Supply Schedules can be placed directly with the schedule contractor, or if you prefer, we can place your order for you. Most of these items are covered under the Vehicular Multiple Award Schedule (VMAS) Section 23, Part V. New Tires, Pneumatic, for Passenger, Light Truck, Medium Truck-Bus vehicles, and Retread Services are covered under Federal Supply Schedule 26, Part I.

The Automotive Division

**Aerial Lift
Vehicles
(SADI)**
Schedule 23
Part V

SADI (Standard Aerial Devices and digger/derricks Immediately available) offers a wide variety of vehicles for tree work and use around high voltage lines and generators.

Vehicle types include:

- Vehicle Mounted Personnel Lifts, which include insulated and non-insulated vehicles with working heights from 35' to 97'. Includes both general purpose and material handling units.
- Vehicle Mounted Digger/Derricks with boom heights from 42' to 60'.
- Vehicle Mounted Cable Placers, which include special purpose trucks for cable placing and cable reel handling.



**Alternative
Fuel
Vehicles
(DAVE)**

DAVE (Drive Alternative fuel Vehicles Easily) represents our alternative fuel vehicle (AFV) program. Vehicle types include sedans, pick-up trucks, medium duty delivery trucks, vans (passenger, cargo), buses and specialty vehicles.

AFVs are available as flexible fuel, bi-fuel and dedicated. The types of available motor fuels include: electricity, ethanol (E85), natural gas (CNG), and propane (LPG).

Our AFV contracts will assist you in meeting the mandates of the Energy Policy Act of 1992 (EPACT).



**Ambulances
(MARK)**

MARK (Modern Ambulances Ready Kwik) offers ambulances with state-of-the-art equipment in a style that will meet your requirements. Models have a patient capacity of two (with primary patient on cot, secondary patient on squad bench) or four (with primary patient on cot and three ambulatory patients on squad bench). MARK offers designs for light duty rescue and extreme duty ambulance usage. There is one model built on a conventional cab/chassis with an all aluminum modular body, a van with an extended roof, and a van cutaway chassis with an all-aluminum modular body.



**Bodies
Schedule 23
Part V**

Specialized truck bodies include:

- Vehicular Insert Dump Bodies (for pickup trucks and trailers)
- Boring Machine Truck Mounting Bodies
- Electric ARC Welding Equipment (truck mounted)
- Stake Bodies (for light duty, medium and heavy trucks)
- Service and Line Bodies (including utility, snow and crane bodies)
- Wrecker Bodies (light, medium and heavy trucks)



**Buses
(BARB)**

BARB (Buses All Ready to Buy) offers 67 different buses with engines available in gasoline, diesel, or compressed natural gas (CNG) fuel types. Whether you need a school bus that seats up to 20 passengers, a mini transit bus that seats up to 21 passengers or a large transit bus that seats up to 49 passengers, it is available under the BARB program.



**Construction
& Highway
Maintenance
Equipment
Schedule 23
Part V**

This is the answer to many of your equipment needs, whether you're looking for a backhoe, a snowplow or street repair equipment. In addition to purchasing, you have the option to lease several items under this schedule.

The following is a list of available equipment:

- Construction Equipment: wheeled and tracked tractors 20hp and greater, loaders (front end with or without backhoe), skid steer loaders, excavators, crawlerdozers, tool carriers, track-type loaders, motor graders, scrapers, loadalls, rider operated dump vehicles, rider operated ditchers/trenchers (tracked or wheeled), wheeled and tracked cranes (rough terrain, all terrain and highway)
- Road Clearing and Cleaning Equipment: sweepers/scrubbers, self contained snowplows, snowblowers and runway de-icing trucks, tanker trailers and slide-in units
- Snow Maintenance Equipment: vehicle mounted snow plows
- Spare Parts
- Street Repair and Miscellaneous Construction: descaling equipment, traffic line removers, direct and indirect mixers, road kettles, walk-behind rollers, compactor equipment, concrete vibrators and asphalt heaters and kettles
- Winches and Cranes, vehicle mounted
- Woodchippers, Shredders, Stump Removal and Tub Grinding Equipment



The following types of equipment are available to lease:

- Construction Equipment
- Road Clearing and Cleaning Equipment
- Woodchippers, Shredders
- Street Repair and Miscellaneous Construction Equipment

The Automotive Division

Construction,
Snow, &
Highway
Maintenance
Equipment
Attachments
Schedule 23
Part V

The following attachments are available for purchase:

- Construction Equipment Attachments: for skid steer loaders, trucks and tractors, motor graders, compactors, front-end loaders/backhoes, excavators, crawlerdozers (these attachments include various specialty buckets for such uses as lifting sand, backfilling, ditch cleaning and pavement removal, and asphalt cutters)
- Coupler Systems
- Snow Maintenance Attachments: replacement blades and cutting edges for snowplows
- Truck and Tractor Mounted Attachments: conveyor systems for highway and street maintenance (these attachments include traction systems for ease in moving on hard surfaces, mud, sand and snow)

Equipment &
Accessories
Schedule 23
Part V

These accessories and equipment offer you the ability to add components to vehicles or replace damaged parts:

- | | |
|--|--|
| ➤ Mirrors | ➤ Bed Liners |
| ➤ Mounted Video Equipment | ➤ Mud Flaps |
| ➤ Remote Control Deadbolt Locks | ➤ Tarps and Cargo Covers |
| ➤ Security Systems | ➤ Electric Vehicular Lights and Fixtures |
| ➤ Tool Boxes | ➤ Commercial Washers |
| ➤ Equipment for Service Vehicles | |
| ➤ Interior/Exterior Vehicle Attachments for Convenience | |
| ➤ Law Enforcement Emergency Signal Systems | |
| ➤ Law Enforcement Vehicle Barriers and Shields | |
| ➤ Truck Mounted Hoist, Tow Hooks and Trailer Towing Packages | |
| ➤ Vehicle Window or Mirror Treatments | |



Firetrucks
(ALF)
Schedule 23
Part V

Under the ALF (A Lotta Firetrucks) program, GSA has contracts covering the entire range of fire fighting vehicles. Each of the vehicles under contract meets or exceeds the National Fire Protection Association (NFPA) Safety Standards 1901 or 1906 depending on your agency's needs.

- Fire Fighting Vehicles and Accessories include, but are not limited to: aerial/ladder and/or platform, aircraft rescue and fire fighting, crash trucks, brush/wildlands, command centers, pumpers, tankers and/or pumper/tankers, rescues/hazmats, fire fighting trailers
- Custom Fire Fighting Chassis and Fire Fighting Vehicle Glider Kits



Hummers
(HAL)

HAL (Hummers At Last) makes this well-known vehicle available to you. The Hummer was originally designed and engineered to meet the demanding requirements of the U.S. Army. Now the Hummer can be utilized for fire fighting, rescue, law enforcement, aerial applications, digger derrick work, spraying, and people moving. HAL is available in four different models: 2 passenger, 4 passenger - hard top, 4 passenger - open top, and 4 passenger wagon. The only limit to the Hummer's versatility is your imagination!



Sedans &
Station
Wagons

Our multi-vendor contracts for sedans, station wagons and law enforcement vehicles, covered under Federal Standard 122, allow you to select the vehicle which will best suit your mission requirements. We contract directly with original equipment manufacturers (OEM's) for a broad range of vehicles in all price ranges. Delivery is available to either a nearby dealer or to your consignee address.

Check out our on-line price comparison program (AUTOCHOICE) on our web site at www.fss.gsa.gov/vehicles/buying/.



Spotters
(SAL)

SAL (Spotters At Last) is GSA's Spotters/Yard Trucks program. Spotters/Yard trucks are used to move 5th wheel trailers within the confines of storage yards without tying up more expensive truck tractors. Spotters are available in 4 x 2 or 6 x 4 configurations with gross vehicle weight ratings ranging from 32,000 lbs. to 52,000 lbs.



The Automotive Division

Steel Storage Shelves Schedule 23 Part V

Steel storage shelves for automotive parts (free standing racks, some adjustable) which allow for extra storage space are available in various heights and dimensions and are designed for use with recommended load ratings. Also available are multiple use steel storage shelves for smaller parts such as tools, nuts and bolts.



Tankers (NATE)

NATE (Now Available Tankers and Equipment) covers fuel and potable water tanker trucks and tanker trailers. The program consists of numerous items, which are categorized into 4 types.

Type I - bulk haul is used to transport fuel from point to point by use of a single compartment.

Type II - fuel servicing allows for distribution of products by use of a single compartment.

Type III - fuel servicing allows the capability to transport and pump two products with the same vehicle by use of dual compartments.

Type IV - is built exclusively for refueling aircraft. Tanker and trailer units are available with up to a 5,000 gallon capacity.



Tires (TIM) Schedule 26 Part I

TIM (Tires In Multiple) covers a wide range of quality, new tires for passenger vehicles, light/medium trucks and buses. Retreading services are also available for light/medium trucks and buses (price includes cap with installation on government furnished casing provided by the customer). Participating tire dealers will accept orders directly from customer agencies. You may use your Fleet Services Card or Government Purchase Card, where accepted, to purchase tires. Dealer locations are nationwide.



Trailers (CATHY)

CATHY (Commercially Available Trailers Here for You) is GSA's answer to your low-boy and platform trailer needs. This program has over a hundred distinct trailers to meet your needs covering a broad spectrum of trailers with various sizes, lengths, hauling capacities and goosenecks from which to choose. Trailers can be customized with as many as 60 options to meet your specific mission needs.



Trailers - Van Type, Enclosed Concession & Mobile Sound Shell Stage Schedule 23 Part V

The van semi-trailers included in this program are available as dry or refrigerated, and in single or tandem axle. Dry vans can be modified for special applications (such as medical trailers). Commercial Grade Enclosed Concession Trailers and Sound Shell Trailers are also available. Various sizes and options are available.



Trash & Recycling Equipment (TRACY)

TRACY (Trash collection and Recycling equipment Available Commercially for You) covers waste disposal vehicles, accessories and trailers for collection and disposal of refuse from construction sites, curbside recycling, hazardous waste and liquid waste, such as spills in the road.



Trucks Light, Medium & Heavy

Our multi-vendor contracts for light trucks, and cab and chassis body trucks under Federal Standard 307(including telephone maintenance, stake and dump trucks and delivery vans), allow you to select the vehicle which will best suit your agency's mission. We contract directly with original equipment manufacturers (OEM's) for a broad range of vehicles in all price ranges. Delivery is available to either a nearby dealer or to your consignee address. Check out our on-line price comparison program (AUTOCHOICE) on our web site at www.fss.gsa.gov/vehicles/buying/



STAN (Standardized Trucks Available Now) covers medium and heavy trucks under current Federal Standard 794 for gross vehicle weight ratings of 21,000 to 35,000 lbs. and Standard 807 for gross vehicle weight ratings of 43,000 to 66,000 lbs.



There are seven types of vehicles available:

- 1) basic cab and chassis,
- 2) truck-tractor,
- 3) dump,
- 4) stake,
- 5) maintenance-utility,
- 6) van and,
- 7) refrigerated van.

Also available are 6x6 and 4x4 vehicles.



The Automotive Division

Wreckers & Rollbacks (WARRAN)

WARRAN (Wreckers And Rollbacks Readily Available Now) covers high quality towing and recovery vehicles. The program utilizes a multiple vendor concept, providing you with a wide variety of body manufacturers and truck chassis from which to choose.

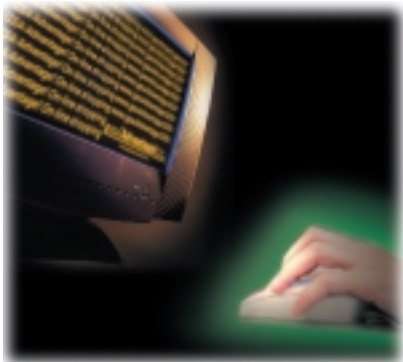
Rollback carriers are engineered to transport and retrieve cars, light trucks, ground maintenance vehicles, light machinery and a wide range of cargo.

Wrecker tow capacity ranges from 4,300 lbs. to 80,000 lbs. and rollback payload on deck capacity ranges from 4,000 lbs. to 30,000 lbs.



What information is available on-line?

From our website at www.fss.gsa.gov/vehicles/buying/, you can find information on the types of vehicles and related services we provide, the types and prices of available alternative fuel vehicles, view the current edition of the Federal Vehicle Standards, and check the status of your order. You can also find updates on vehicle availability, model close out dates and information on conferences and special events. A new price comparison feature called AUTOCHOICE has recently been added.



What is AUTO-CHOICE?

AUTOCHOICE is an on-line system which allows you to choose vehicle models and compare contract prices from the major manufacturers. This system allows you to view base prices as well as prices for equipment options. AUTOCHOICE will calculate the prices for the selected vehicles and give you a price summary, including the GSA 1% surcharge. Miles per gallon fuel ratings are also displayed. You can now select the best value to meet your agency's mission by using AUTOCHOICE. See our website at www.fss.gsa.gov/vehicles/buying/



How do I order a vehicle?

We receive orders in several ways, but we prefer to receive them in an electronic file format. Ordering electronically expedites your order placement, and provides you with an automatic order receipt acknowledgement. Over 90% of our orders are received electronically. If you can't submit your order electronically, you may send it by mail or fax on either the **GSA Form 1781 (Motor Vehicle Requisition)** or the **Standard Form 344 (Multiuse Standard Requisitioning/Issue System Document)**.

Department of Defense activities may use the **DD Form 448, Military Interdepartment Purchase Requisition (MIPR)**.

What is the Express Desk?

The Express Desk was established to expedite purchases of vehicles from dealers for customers with urgent requirements. Please note that prices will generally be higher than the established contract prices. A 5% surcharge is added to the vehicle purchase price for separately negotiating and expediting your order. To meet the criteria for an Express Desk procurement, you must provide a written justification for the urgent and compelling need in accordance with FAR 6.302-2.

Where will my vehicle be delivered?

Usually vehicles are delivered to a dealer convenient to your facility. However, you can specify consignee delivery on your order. When you specify consignee delivery, your vehicle will be delivered directly to your facility and the pre-delivery inspection will be performed at the plant prior to shipment.

How are we able to provide you with great service?

*Customers Count
Are Appreciated
Are Respected
Are Entitled*

While customer service is what we provide, customer CARE is our attitude - one that reflects the philosophy of our organization. **Contact us at (703) 308-CARS**, and let us provide you with information on available vehicle products and services and assist you in placing orders.



The Fleet Management Division

Who Are We?

The GSA Fleet Management Division is a full-service, professional fleet management organization. Our comprehensive leasing program provides customers with "cradle-to-grave" vehicle management support. This support encompasses vehicle acquisition, asset management, maintenance and repair, fuel, accident management, and vehicle remarketing.



The GSA Fleet consists of a variety of non-tactical vehicles including sedans, passenger vans, trucks (light, medium, and heavy), buses, ambulances, alternative fuel vehicles (AFVs), and limited types of special purpose vehicles. GSA Fleet manages over 168,000 vehicles (and still growing) which makes us one of the largest non-tactical fleets in the world.

As a full-service professional fleet management provider, GSA Fleet provides quality vehicles and related fleet management services to customer agencies on a cost reimbursable basis. The GSA Fleet relieves participating Federal customer agencies of many administrative, management, and functional tasks - allowing agencies to focus valuable resources on the performance of their core mission.

What benefits do we offer our customers?

- Risk-free lease arrangement
- Low national lease rates set annually for easy budgeting
- Unlimited mileage
- Complete vehicle acquisition services — from ordering to delivery
- Asset management to include monitoring all expenses
- Widely accepted GSA Fleet Services Card
- Maintenance and repair including car washes
- Fuel expenses included in the lease rates
- On-line mileage reporting and vehicle inventory reports
- Accident management assistance
- Vehicle remarketing and disposal services
- Operational support provided through a network of Fleet Management Centers



Included in these categories are all of the management and administrative functions required of a large fleet operation. These include: inventory control, fleet utilization and rotation, financial management, development of user rates, systems operations, initiating billing and payment transactions, personnel management, customer and vendor liaison, control of license tags and fleet purchase cards, tracking of automotive technological advances and safety initiatives, as well as ensuring compliance with fleet-related legislative mandates and regulations. We also educate and assist customers with various alternative fuel vehicle (AFV) initiatives that affect the Federal fleet.

How Do I Obtain a GSA Fleet Vehicle?

To obtain a GSA Fleet vehicle, contact our Fleet Management Center (FMC), or Regional Office, that supports your geographical area. These locations can be accessed on the Internet or are available in our published Directory. GSA Fleet vehicles are in high demand, so the more lead-time you can give us, the better the likelihood that we can support your request.

What is GSA Fleet Consolidation?

Agencies that operate their own vehicles, but no longer have the resources to manage and maintain their fleet, can request that GSA Fleet consolidate their vehicle requirements into the GSA Fleet program. Over the last decade, more than 49,000 vehicles have been consolidated into the GSA Fleet by various customer agencies.

During consolidation, GSA Fleet assumes ownership and management responsibility of the agency's existing fleet. GSA Fleet begins replacing the consolidated vehicles as quickly as possible. The customer has a completely modern fleet within five years. Customers pay rates on the vehicles transferred to GSA Fleet. The rates cover the asset management, maintenance, fuel costs, and remarketing of the consolidated vehicles and most important to the customer, generate the funds to replace the consolidated vehicles. The average age of the GSA Fleet is less than 3 years.

How do I obtain additional lease vehicles?

Government agencies frequently experience changes in mission requirements that result in the need to increase the size of their fleet. Vehicles needed for expanded agency missions can be requested from GSA Fleet.

The large diverse GSA Fleet offers flexibility to continually support our customers. As vehicles are turned in by one customer, they are readily available for assignment to another customer. If a request cannot be

met locally, our Fleet Managers then look nationally to determine if a suitable vehicle is available.

What do I need to provide with my additional vehicle lease request?

- A statement certifying concurrence from your agency headquarters fleet manager, if required
- Vehicle quantities, types, locations, and date required
- Anticipated duration of the assignment and projected utilization in miles per month
- A statement certifying that your agency has funds to pay for the vehicle assignment
- Your billing office and Billed Office Address Code (BOAC). If you are a new customer and do not have a BOAC, your servicing Fleet Management Center can assist you
- The office or activity to which the vehicle(s) will be assigned and a contact name, address, and phone number

Written requests for additional vehicles should be sent to:

General Services Administration
Fleet Management Division (FFF)
Crystal Mall Building 4 - Room 819
Arlington, VA 22202

The demand for additional GSA Fleet vehicles is often greater than the funding available. In the near future, if a request cannot be met through the GSA Fleet, you will be able to satisfy your needs for additional vehicles through the Automotive Division's new commercial leasing schedule with favorably priced commercial leasing rates.



The Fleet Management Division

What are Fleet Management Centers?

Customer service and day-to-day fleet management services are provided through a network of Fleet Management Centers (FMCs). The FMCs are strategically located to provide convenient and efficient service to their customers. The FMCs are where the "rubber meets the road". They order new replacement vehicles, monitor utilization and maintenance costs of the vehicle, and handle the disposal and remarketing of the vehicle. The FMCs are responsible for the receipt of the new vehicles and arrange for customer pick-up of the new vehicle as well as the drop off of the old one. GSA Fleet customers are only a phone call away from operational support.

How are GSA Fleet lease rates determined?

GSA Fleet is financed through a revolving fund derived from customer rates and proceeds realized from the resale of vehicles. The user rates are set annually and are based on actual costs, consisting of a monthly rate and mileage fee by vehicle type. The monthly rate recovers fixed and overhead costs and the mileage fee recovers the variable expenses. The GSA Fleet rates are below rates for commercially comparable services. GSA Fleet service rates are published annually as a GSA Federal Property Management Regulation (FPMR) Bulletin and are also accessible through the Internet @ www.fss.gsa.gov/vehicles/leasing. Our economical rates are set annually, which provides you with a predictable agency budgeting mechanism.

Who pays for maintenance and repair of my leased vehicle?

GSA Fleet provides a full-service vehicle maintenance and repair program to include routine preventive maintenance, unscheduled maintenance, and emergency repair services. The Fleet program utilizes a nationwide vendor network established for customer convenience. GSA Fleet rates encompass the cost of maintenance services, including accident management. These services are not separately priced and billed. Projected maintenance expenses are included in the annual rate-setting process and included in our mileage fees.

Maintenance and repair services for the GSA Fleet vehicles are arranged through our nationwide Maintenance Control Center (MCC). The MCC's staff of trained automotive service technicians evaluate the necessity of the repair(s) and direct customers to convenient commercial vendors to obtain these services. Our technicians ensure that the repairs are performed at the lowest cost to the Government. Detailed maintenance records are maintained for each vehicle on an automated system accessed via the technicians' computer terminals. The MCC is easily reached through a toll-free number at **1-888-622-6344**. The normal business hours of the MCC are 6:00 a.m. to 7:00 p.m. Central Standard Time, Monday through Friday, excluding holidays.



Who is responsible for accident damage repair of GSA Fleet vehicles?

The agency employing the vehicle operator is financially responsible for any damage to the vehicle if the vehicle operator is at fault. If an identifiable third party is at fault, GSA Fleet incurs all expenses related to pursuing and resolving a third party accident claim, including the legal fees. When accidents occur, GSA Fleet will assist you with obtaining repair estimates and getting the vehicle repaired as quickly as possible.

Who pays for fuel?



Fuel is also included in GSA Fleet's standard user rates. Fuel is a variable expense that is included in the mileage fee. GSA Fleet customers are issued a fleet services card for each vehicle to obtain fuel and minor maintenance and repair services. The card is currently accepted at over 150,000 fueling locations. You pay only the standard GSA Fleet mileage fee according to vehicle type, and avoid the hassle of receiving invoices from individual fuel providers.

What is the GSA Fleet Services Card?

GSA Fleet customers are issued a fleet services card to purchase fuel and minor maintenance and repair services. Individual cards are issued for each vehicle and are for purchases specific to that vehicle. These cards enable GSA Fleet to monitor expenses on a per vehicle basis. GSA Fleet uses the Voyager fleet card under contract with Citibank. This card program offers nationwide acceptance for customer drivers, the convenience of electronic point of sale, and 24-hour customer service by calling the toll free number on the back of the card. The vehicle driver can purchase fuel, oil, and fluids as well as minor maintenance and repair services up to \$100 without prior authorization. All maintenance and repair purchases totaling over \$100 require prior approval from the MCC.



How is my GSA Fleet vehicle replaced?

GSA Fleet is responsible for the entire acquisition process to include ordering replacement vehicles, making dealer delivery arrangements, and arranging for new vehicle inspection and tagging, so the new vehicles are "driver-ready" at the time of pick-up. All expenses associated with the acquisition process are recovered through our standard user rates. Replacement standards for the various vehicle types are established based on economic analyses.



The Fleet Management Division

When will my GSA Fleet vehicle be replaced?

GSA Fleet vehicles are replaced on schedules designed to keep the vehicles in good operating condition and optimize sales proceeds. Replacement of vehicles is an important element in keeping the GSA Fleet modern and dependable. GSA Fleet receives input from the manufacturers in establishing these standards so they are up-to-date with the technological and warranty advances in the automotive industry. Sedans are typically replaced at 3 years and light trucks are replaced at 6 years with exceptions for high and low mileage vehicles.



Who handles remarketing of the GSA Fleet vehicle?

GSA Fleet support includes disposal and remarketing of the vehicles. We utilize a nationwide network of commercial vehicle auction firms to facilitate quick turnovers. GSA Fleet sells approximately 32,000 vehicles per year, with all sales open to the public. GSA Fleet manages the process of receiving vehicles from customers, preparing them for sale, and transporting them to auction. Our customers drive the vehicle to the specified drop-off location and drive away with their new replacement vehicle.

What is GSA Fleet Drive-Thru?

GSA Fleet Drive-Thru is an on-line system that consists of two modules and is accessible through the Internet. The first module, **Mileage Express**, allows GSA Fleet customers to electronically enter vehicle mileages. The second module, **Reports Carryout**, allows GSA Fleet customers to access and generate vehicle inventory reports specific to their agency. GSA Fleet Drive-Thru can be accessed on the web @ www.fss.gsa.gov/vehicles/leasing/drivethru.cfm. GSA Fleet Drive-Thru is another way of providing better service to our valued customers.



➔ **Mileage Express** is GSA Fleet's web-based mileage reporting system. Customers can log on the Internet and easily input vehicle mileages directly into our Fleet Management System database. No other data transfers or paperwork is required. Current odometer readings are important, as they are the basis for billing and determining when preventive maintenance is due.

➔ **Reports Carryout** allows customers to access and generate customized reports on their GSA Fleet vehicle inventory directly through the Internet. The reports generated include information such as make, model and year of vehicles, fuel type, tag numbers, average monthly mileage and current monthly mileage, monthly rate and mileage fee and vehicle point of contact. The requested report will be delivered to GSA Fleet customers within 24 hours via fax (hardcopy) or emailed in a text file format that can be opened in Microsoft Word or Excel.



Does GSA Fleet lease Alternative Fuel Vehicles (AFVs)?

Yes, GSA Fleet provides clean, environmentally-friendly alternative fuel vehicles (AFVs) to our customers through the DAVE (Drive Alternative fuel Vehicles Easily) Program. We can help you in meeting the mandates of the Energy Policy Act of 1992 (EPACT). Since 1991, we have acquired over 30,000 AFVs for GSA Fleet, making it the largest AFV purchaser in the Federal Government.



What other AFV services does GSA Fleet offer?

To assist our customers in meeting their AFV acquisition goals, GSA Fleet offers a variety of programs and services. These include:

- ➔ **AFV Product Guide** - GSA Fleet's AFV Product Guide helps you choose the right AFV for your mission by providing detailed AFV product information.
- ➔ **Flexible funding mechanisms to assist with the incremental costs of AFVs** - Where our user rates do not recover the incremental cost of an AFV, we have several funding options available to our customers. The incremental cost can be funded through: 1) Cash transfer up front, 2) Monthly billing during the first 12 months of the AFV lease, and 3) Customer surcharge that is included in the monthly bill. This allows agencies to generate incremental funding annually.
- ➔ **Planning services** - GSA Fleet provides you with AFV acquisition planning services. In addition, GSA Fleet has developed an AFV ordering system that tracks AFV data by customer agency, making reporting easier for you.
- ➔ **GSA Fleet's Electric Vehicle (EV) Pass-through Lease Program** - This program was developed to provide GSA Fleet customers the opportunity to lease an EV without the large up-front capital expenditure generally needed to acquire EVs.
- ➔ **The AFV USER Program** - The goal of this program is to concentrate the placement of AFVs in a limited number of locations and to promote alternative fuel use in the following six cities: Albuquerque, NM; Denver, CO; Melbourne -Titusville, FL; Minneapolis, MN; Salt Lake City, UT; and, San Francisco, CA. GSA Fleet has matching funds to support and promote the program and provide funding assistance to customer agencies. Matching incremental funds are available from GSA Fleet to customers that operate GSA Fleet vehicles in these cities and demonstrate a strong commitment to usage of alternative fuels.

How are we able to provide you with great service?

Our goal is to satisfy your transportation needs by providing the best fleet services in the business at the lowest possible cost. Our full-service fleet program is made possible through the expertise of a professional fleet management team and trained maintenance technicians dedicated to cost effectiveness, customer service, and utilization of technological advances.

GSA FLEET offers a complete, low cost, service-oriented fleet management program. Call us and give us the opportunity to serve you - (703) 305-6278.



Contacts to Help You Get Where You Need to Go:

Visit our web site at: www.fss.gsa.gov/vehicles

To obtain more information on:

Automotive Division

- Status of Vehicles Ordered
- Federal Vehicle Standards
- Average Vehicle Pricing
- AUTOCHOICE
- Buying Alternative Fuel Vehicles
- Order Placement
- Vehicle and Program Information
- Engineering Services
- What's New



Fleet Management Division

- Obtaining & Replacing GSA Fleet Vehicles
- Vehicle Rates
- Repair Service and Vehicle Maintenance / MCC
- Fleet Services Card
- GSA Fleet Drive-Thru
- Alternative Fuel Vehicles (AFVs)
- Regional Offices and Fleet Management Centers

To obtain assistance on
purchasing a vehicle, call
The Automotive Division
Tel: (703) 308-CARS
Fax: (703) 305-3034

To obtain assistance on our
GSA Fleet Program
Tel: (703) 305-6278
Fax: (703) 305-7158

To reach our
**National Maintenance
Control Center**
Tel: 1-888-622-6344

Office of Vehicle
Acquisition & Leasing Services



Please take a few minutes to review our list of vehicles and services. If you would like printed material on any of the following, check the appropriate box(s), tear off this form, fold it and drop it in the mailbox.

Automotive Division

- | | |
|---|--|
| △ Aerial Lift Vehicles (SADI) | △ Sedans and Station Wagons |
| △ Alternative Fuel Vehicles (DAVE) | △ Spotters (SAL) |
| △ Ambulances (MARK) | △ Steel Storage Shelves |
| △ Bodies (for trucks) | △ Tankers (NATE) |
| △ Buses (BARB) | △ Tires (TIM) |
| △ Construction and Highway
Maintenance Equipment & Attachments | △ Trailers (CATHY) |
| △ Engineering Services | △ Trailers (Van-type, Enclosed Concession
& Mobile Sound Shell) |
| △ Equipment and Accessories | △ Trash and Recycling Equipment (TRACY) |
| △ Federal Vehicle Standards | △ Trucks (light duty) |
| △ Firetrucks (ALF) | △ Trucks (medium & heavy - STAN) |
| △ Hummers (HAL) | △ Wreckers & Rollbacks (WARRAN) |

Fold on dotted line

Fleet Management Division

- | | |
|---|---|
| △ Leasing a GSA Fleet Vehicle | △ Alternative Fuel Vehicle Lease Program |
| △ GSA Fleet Drive-Thru | △ GSA Regional Offices and Fleet
Management Center Locations |
| △ Vehicle Maintenance & Fueling | |
| △ GSA Fleet Services Card | |
| △ Replacement/Disposal of
GSA Fleet Vehicles | |

Please complete the following:

Agency: _____

Address: _____

Contact Person: _____

Telephone #: _____ Fax #: _____

E-Mail Address: _____



U.S. GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
VEHICLE ACQUISITION AND LEASING SERVICES (FF)
1941 JEFFERSON DAVIS HWY RM 600
ARLINGTON, VA 22202-9966



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